

February 22, 2013

To: Executive Board

Subject: **Puente Hills Mall Transit *Store* Remodel and Expansion**

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### **Recommendation**

Provide direction regarding the possible remodeling and expansion of the Puente Hills Mall Transit *Store*.

### **Analysis**

In September 1999, the Puente Hills Mall Transit *Store* was relocated to space 571 on the first level, south wing of the Puente Hills Mall. The *Store* was originally located on the east wing of the first level when it opened in 1994. Over the last 13 years the store has served over two million customers who have purchased bus passes and obtained bus schedule information in person and over the phone. Since 1999, the *Store* design, furniture and carpeting has not been upgraded or refurbished. With 13 years of normal wear and tear, the *Store* is in need of a remodel and upgrade to give it a clean and modern look and offer customers a more inviting environment.

The *Store* is next to the Puente Hills Transit Center which is a major hub for the southern communities of Foothill Transit's service area. The Transit Center, which is served by 11 lines, is also in need of repairs and upgrades.

The *Store* exclusively handles calls to the call-center after 7:00 p.m. on weekdays, most Saturdays, and all Sundays. In FY 2012, the *Store* consistently ranked second in pass sales, behind El Monte. There are six Customer Representatives (CSR) assigned to the *Store* who work different schedules. However, most of the time there are five CSRs servicing customers or answering phone calls.

On January 7, 2013 Foothill Transit met with Mall Management to inquire about the possibility of expanding the Transit *Store* space and the available spaces within the mall. There are three possible larger locations to lease within close proximity to the existing Transit *Store*. These are spaces 565, 563, and 101 as shown on the attached map. Space 565 is currently leased out to H&R Block for the duration of the tax season and Space 563 is currently leased out but the term is expiring soon. Space 101 is at the end of the hallway next to Sears and will require a lot of construction work to upgrade including build out of a bathroom with extensive plumbing connections.

Note space 571 (highlighted in yellow) is the store's current location. Space 569 (highlighted in pink) is vacant and was occupied by Mrs. Field's Cookies. Expanding into space 569, which is next door to the current store, will add 511 square feet of space to our existing 712 square feet without relocating the physical office as well as communication and data lines.

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The current monthly lease for the *Store* is three thousand two hundred sixty-five dollars and seventy-one cents (\$3,265.71). The lease term expires on October 31, 2015. In conjunction with the store expansion and remodel, Foothill Transit will negotiate to extend the lease for another ten years.

Some elements of the new Transit *Store* design plan calls for:

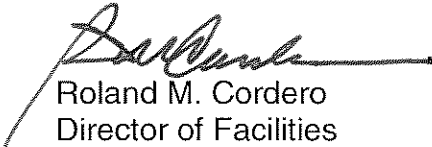
- Reconfiguring the work stations with new cubicles
- Addition of a manager's office
- New office furniture
- New overhead cabinetry for added storage space
- New and reconfigured customer counter
- New paint and color scheme
- New tile flooring
- New automated sliding front door for added customer queuing space


The estimated cost for the remodeling project is \$400,000.

**Budget Impact**

Funding for the remodel and expansion of the Puente Hills Mall Transit Store is available in Foothill Transit's approved Fiscal Year 2013 budget. Measure R funding for service enhancement can be used for the increase operating costs. Federal and local funding is available for the Store remodeling.

Sincerely,

  
 Roland M. Cordero  
 Director of Facilities

  
 Doran J. Barnes  
 Executive Director

Attachment

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